

Bury Knowle Health Centre Appointments Online

Getting started with Appointments Online

Before you can start booking online appointments with the Practice or use any of the other features, you must, first **REGISTER** your details with the practice, so that you can be provided with a unique login username and password. PLEASE NOTE: your personal information is kept safe and secure when using Appointments Online.

This is simple to do – simply follow the instructions below.

To register either:

1. Visit the Practice and ask to register for Appointments Online. The receptionist will give you a unique username and password – along with details of how to gain access to the website. For security reasons you will need to bring proof of identity e.g. driving licence or passport
2. Or register online, using this link https://bury-knowle-health-centre.appointments-online.co.uk/patient_signups/signup

For security reasons you will need to **COME** into the Practice to collect your username & password (you will need to bring proof of identity e.g. driving licence or passport).

Please note you cannot register over the telephone due to security reasons.

How to access Appointments online: -

1. On your computer, using your internet browser and the URL provided, go to the appointments online website <https://bury-knowle-health-centre.appointments-online.co.uk/>.

Alternatively click on the Practice Website www.buryknowle.org and click on the appointments online link on the LHS menu.

2. Login – using the username & password with which you have been provided. **Note:** for security purposes, if the information is not accurately entered, you will not be allowed access.

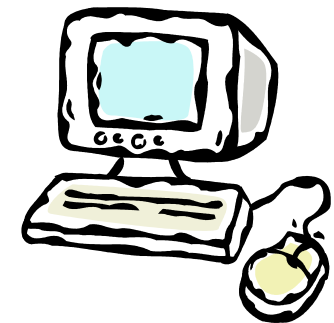
Once logged in, you can book, view and cancel appointments. When you book an appointment this way, you will receive confirmation immediately. There is no need to confirm it by phone or email – just make sure that you arrive promptly on the day!

APPOINTMENTS ONLINE

Bury Knowle Health Centre

Book your next Doctors appointment at the Practice

'Online'



Appointments Online

Book your next appointment at the surgery online:

We have recently launched a new service where you may book your appointments online. It is simple and easy to use; it is especially useful during those times when the telephone lines are busy or the practice is closed.

Appointments Online offers simple instructions and prompts to make sure that it is easy for you to book, view or cancel appointments – online – regardless of the time of day (or night).

Using the internet, you can search for and view a range of available appointments; then just book the one which is most convenient for you!

There will be a limited number of routine Doctor appointments available to book. We anticipate the number of appointments available will increase once we see how it is progressing.

Please be aware, this is currently only available for routine doctor's appointments. In future it will be possible to book blood and nurse appointments online.

Other features

Order repeat medication online:

You can make requests for repeat prescriptions - without having to visit the practice. Once the request has been processed (please allow 48hrs), you can then call at the practice to pick up the prescription or you can arrange to collect your medicines directly from your local chemist.

Leave messages:

You can leave a message which will be forwarded to your Practice. For example, it may be convenient for you to enquire about flu vaccinations or details of travel clinics or other specialist sessions. All you have to do is select the option 'Leave a message'. The message will be made available to the practice via a secure link.

NB: If your message is sent 'out of hours', there may appear be a delay in the practice responding –as their staff will first see it during the next working day – so this option is best used for NON-URGENT matters.

As always, if your query is urgent – you should contact the practice in person or by phone (01865 761651); if it is 'out of hours' – contact OXEMS our out of hours emergency service (0845 456 5295).

Change personal details:

There is also an option to allow you to notify the practice of changes to items such as your name, address, email and mobile telephone number (for SMS reminders) details. **Note:** changes made in this way are subject to confirmation from the practice.

Security

All personal information held on Appointments Online is protected using the highest standards of internet security.

Further Information

Should you have any questions or comments about using Appointments Online, you should contact the reception staff at Bury Knowle; they will do their best to be of assistance.

Please also note, we are bound by strict patient confidentiality therefore, please only ask for logon details for yourself. We are unable to offer this service to patients under 16 or their parents/guardian.